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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/051,560	01/17/2002	Gary M. Sanderson	NORTH-458A/ A-2360	9653

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NORTHROP GRUMMAN CORPORATION

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EXAMINER

DESHPANDE, KALYAN K

ART UNIT	PAPER NUMBER
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3623

DATE MAILED: 05/17/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/051,560	SANDERSON ET AL.	
	Examiner	Art Unit	
	Kalyan K. Deshpande	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 03 March 2006.
- 2a) ☒ This action is FINAL. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 17 January 2002 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Introduction

1. The following is a final office action in response to the communications received on March 3, 2006. Claims 1-20 are now pending in this application.

Information Disclosure Statement

2. The examiner has reviewed the patents and articles supplied in the Information Disclosure Statements (IDS) provided on September 4, 2002.

Response to Amendment

3. Applicants' amendments to claims 1, 10, 11, and 18 are acknowledged. Applicants' amendment to the Specification (Abstract) is acknowledged. Examiner maintains the 35 U.S.C. 103 rejections. Examiner withdraws the objection to the Specification per Applicants' amendment to the Specification.

Response to Arguments

4. Applicants' arguments filed on March 3, 2006 have been fully considered but they are not found persuasive. Applicants argues Northcutt fails to teach "an administrator assigning alternative personnel in the event of the unavailability of personnel for the first, second, third, fourth and fifth levels".

Examiner acknowledges Applicants' acknowledgement and agreement with Examiner taking official notice on the features of "a second level Review Board reviewing said work request", "a fourth level Review Board reviewing work performed by Facilitator", and "a fifth level reviewing work performed by Facilitator". Per Applicants'

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acknowledgement and agreement, these features are admitted as prior art. See *MPEP* § 2144.03.

In response to Applicants' argument Stewart fails to teach "an administrator assigning alternative personnel in the event of the unavailability of personnel for the first, second, third, fourth and fifth levels" with respect to claims 1, 11, and 18, Examiner respectfully disagrees. Stewart teaches allowing an administrator to assign tasks to alternative personnel and to generate reports to determine the workload assigned to each person (see ¶¶ 46-47, 61, and 65; where submitted requests are sent to assigned managers. The managers have the ability to generate a report to determine available personnel to perform the request. The managers also have the ability to assign requests to specific personnel.). By determining the workload assigned to each personnel, the administrator is essentially determining the availability of each person and has the ability to assign tasks to personnel as desired. Therefore, Stewart does teach "an administrator assigning alternative personnel in the event of the unavailability of personnel for the first, second, third, fourth, and fifth levels" as per claims 1, 11, and 18.

Claim Rejections - 35 USC § 103

5. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States

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only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

6. Claims rejected under 35 U.S.C. 103(a) as being unpatentable over Northcutt et al. (U.S. Patent Publication No. 2003/0126001).

As per claim 1, Northcutt teaches:

A method for processing work requests in a system having a central computer containing a web server and a plurality of remote computer workstations coupled to said central computer, said method comprising:

a. an Originator creating a work request at a first of said remote computer terminals and transmitting it to a first level for approval (see ¶¶ 46, 64, and 65; where a request for service is submitted by an original requestor.);

b. said first level reviewing said work request and, if approved, transmitting it to a third level Group Lead for work assignment (see ¶ 65; where a work management person receives the submitted request for service. The management person reviews the submitted request and approves or denies the request. If the request is approved, it is transmitted to a IT manager who assigns the request to an IT person to perform the request. Both the IT manager and the IT person have the responsibility of further reviewing the submitted request to approve or deny the request.);

d. a Facilitator assigned in the preceding step executing said work request (see ¶¶ 65 – 68; where IT personnel are assigned the task of executing the service request.);

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e. said third level Group Lead reviewing work performed by said Facilitators, and transmitting approval to said fourth level if satisfactory (see ¶¶ 75-77; where various compliance officers can review the work done on the service request.);

h. closing said work request (see ¶ 80; where the status of the service request can be "completed". A closed request is the same as a completed one.); and

i. an Administrator providing alternate personnel for any unavailable personnel at any one of the first and third levels (see ¶¶ 46-47, 61, and 65; where submitted requests are sent to assigned managers. The managers have the ability to generate a report to determine available personnel to perform the request. The managers also have the ability to assign requests to specific personnel.).

Northcutt fails to teach:

A second level Review Board reviewing said work request

A fourth level Review Board reviewing work performed by Facilitator

A fifth level reviewing work performed by Facilitator

Northcutt discloses the service request being reviewed by a work management person, an IT manager, and an IT person. Northcutt does not explicitly teach a second review board that reviews the service request after the work management person and the IT manager. It is old and well-known in the art to have additional personnel to review service requests to ensure the service request is approvable and classified and routed properly. The advantages of having additional personnel review the service request are that the service request is fully considered by more personnel and the

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service request is properly classified and routed. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to include a second level review board to the Northcutt system in order to have the service request fully considered by additional personnel and to have the service request more accurately classified and routed.

Northcutt also discloses the ability of various compliance officers to monitor the progress, status, and work completed in the system. Northcutt does not explicitly teach fourth and fifth level review boards evaluating the work performed by the IT person. It is old and well-known in the art to have additional personnel review the work completed by an IT person to ensure the work performed is satisfactory to the request and the organization. The advantage of having more personnel (fourth and fifth level review boards) reviewing the work performed is that a more accurate review of the work performed can be assessed. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate fourth and fifth level review boards to the Northcutt system in order to have more accurate review and evaluation of the work performed by the IT person.

As per claim 2, Northcutt teaches:

The method as in claim 1 wherein said work request is disapproved, notifying said Originator by email through said computer system and canceling said work request (see ¶ 65; where the work management person can deny a service request from original requestor. The original requestor receives an email from the work management person with the option of changing the quest.).

As per claim 3, Northcutt teaches:

The method as in claim 1 further including the step of transmitting an email message to said Originator each time said work request is approved (see ¶¶ 68, 72, and 74; where the request for service summary link is sent back to the original requestor. The service summary link is emailed to the original requestor each time the status of the service request is changed. Furthermore, an interface exists where the original requestor can view the status of all requests for service.).

As per claim 4, Northcutt teaches:

The method as in claim 3 wherein said email message includes a hot link to a main menu of said process, thereby providing access to a form for approval of said work request (see ¶ 75; where the original requestor is provided with a link to sign off on a request for service.).

As per claim 5, Northcutt teaches:

The method as in claim 1 further including the step of transmitting an email message to the next level in said process each time said work request is approved (see ¶ 74; where the link to the service request summary is emailed back to the original requestor every time the status of the service request is changed.).

As per claim 6, Northcutt teaches:

The method as in claim 5 wherein said email message includes a hot link to a main menu of said process thereby providing access to a form for approval of said work request (see ¶ 75; where the original requestor is provided with a link to sign off on a request for service.).

As per claim 7, Northcutt teaches:

The method as in Claim 1, wherein Originator can add comments to existing work requests and change the status to existing service requests (see ¶ 63; where original requests can add comments to existing service requests and change the status of the requests.).

Northcutt fails to teach:

said work performed by said Facilitator is not satisfactory, further including the step of notifying said Facilitator and said Group Lead.

It is old and well-known in the art to notify service personnel and their supervisors when the work performed is not satisfactory. The advantage of notifying the service personnel that the work is not satisfactory is that they can return to complete the work in a satisfactory manner. The advantage of notifying service supervisors is that the supervisors can ensure that the service personnel complete the work in a satisfactory manner. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate the notification of service personnel and their group leads when the work performed is not satisfactory in order for the personnel to complete the work in a satisfactory manner.

As per claim 8, Northcutt teaches:

The method as in Claim 7, further including said Group Lead and employees work said request until the status of the request is complete (see ¶ 80; where the status of a complete service request is "complete").

Northcutt fails to teach:

reworking said work request until work is approved.

It is old and well-known in the art to rework a service request until the work is approved. The advantage of reworking a service request until the work is approved is that it improves customer satisfaction. It would have been obvious, at the time of the invention, to rework work requests until the work is approved in order to improve customer satisfaction.

As per claim 9, Northcutt teaches:

The method as in claim 1 further including a main menu displayed for a user to interactively select a step of said process (see ¶ 53; where users enter the system through a main menu and select links to each steps they need.).

As per claim 10, Northcutt teaches:

The method as in claim 10 further including displaying a screen representing an approval form in response to selection of a step of said process from said main menu (see ¶¶ 53 and 54; where users can select the interface including requestor reports where the user can view which requests need final signoff.).

As per claim 11, Northcutt teaches:

A method for processing work requests in a system having a central computer containing a web server and a plurality of remote computer workstations coupled to said central computer, each of said work stations including web browser software, said method comprising:

a. an Originator creating a work request at a first of said remote computer terminals and transmitting it to a first level for approval (see ¶¶ 46, 64, and 65; where a request for service is submitted by an original requestor.);

b. said first level reviewing said work request and, if approved, transmitting it to a third level Group Lead for work assignment (see ¶ 65; where a work management person receives the submitted request for service. The management person reviews the submitted request and approves or denies the request. If the request is approved, it is transmitted to a IT manager who assigns the request to an IT person to perform the request. Both the IT manager and the IT person have the responsibility of further reviewing the submitted request to approve or deny the request.);

d. a Facilitator assigned in the preceding step executing said work request (see ¶¶ 65 – 68; where IT personnel are assigned the task of executing the service request.);

e. said third level Group Lead reviewing work performed by said Facilitators, and transmitting approval to said fourth level if satisfactory (see ¶¶ 75-77; where various compliance officers can review the work done on the service request.);

h. closing said work request (see ¶ 80; where the status of the service request can be “completed”. A closed request is the same as a completed one.); and

i. an Administrator providing alternate personnel for any unavailable personnel at any one of the first and third levels (see ¶¶ 46-47, 61, and 65; where submitted requests are sent to assigned managers. The managers have the

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ability to generate a report to determine available personnel to perform the request. The managers also have the ability to assign requests to specific personnel.).

Northcutt fails to teach:

A second level Review Board reviewing said work request

A fourth level Review Board reviewing work performed by Facilitator

A fifth level reviewing work performed by Facilitator

Claim 11 recites limitations already addressed by the rejection of claim 1; therefore the same rejection applies to this claim.

As per claim 12, Northcutt teaches:

The method as in claim 11 wherein each of said email messages includes a hot link to a main menu of said process, which provides access to a form for approval of said work request (see ¶ 65; where the work management person can approve or deny a service request from original requestor using links in the email. The original requestor receives an email from the work management person with the option of changing the quest.).

As per claim 13, Northcutt teaches:

The method as in claim 11 wherein each of said email messages includes a hot link to a main menu of said process, which provides access to a form for rejecting said work request (see ¶ 65; where the work management person can approve or deny a service request from original requestor using links in the email. The original

requestor receives an email from the work management person with the option of changing the quest.).

As per claim 14, Northcutt teaches:

The method as in claim 11 wherein a work request is rejected, further including the step of notifying said Originator by email through said computer system and canceling said work request (see ¶ 65; where the work management person can deny a service request from original requestor. The original requestor receives an email from the work management person with the option of changing the quest.).

As per claim 15, Northcutt teaches:

The method as in Claim 11, wherein Originator can add comments to existing work requests and change the status to existing service requests (see ¶ 63; where original requests can add comments to existing service requests and change the status of the requests.).

Northcutt fails to teach:

said work performed by said Facilitator is not satisfactory, further including the step of notifying said Facilitator, said Originator and said Group Lead.

Claim 15 recites limitations already addressed by the rejection of claim 7; therefore the same rejection applies to this claim.

As per claim 16, Northcutt teaches:

The method as in Claim 15, further including said Group Lead and employees work said request until the status of the request is complete (see ¶ 80; where the status of a complete service request is "complete").

Northcutt fails to teach:

reworking said work request until the work is approved.

Claim 16 recites limitations already addressed by the rejection of claim 8;
therefore the same rejection applies to this claim.

As per claim 17, Northcutt teaches:

The method as in claim 11 further including a main menu displayed for a user to interactively select a step of said process (see ¶ 53; where users enter the system through a main menu and select links to each steps they need.).

As per claim 18, Northcutt teaches:

A method for processing work requests in a system having a central computer containing a web server and a plurality of remote computer workstations coupled to said central computer, each of said work stations including web browser software and said computer executing web server software, said method comprising:

a. an Originator creating a work request at a first of said remote computer terminals and transmitting it to a first level for approval (see ¶¶ 46, 64, and 65; where a request for service is submitted by an original requestor.);

b. said first level reviewing said work request and, if approved, transmitting it to a third level Group Lead for work assignment (see ¶ 65; where a work management person receives the submitted request for service. The management person reviews the submitted request and approves or denies the request. If the request is approved, it is transmitted to a IT manager who assigns the request to an IT person to perform the request. Both the IT manager and the

IT person have the responsibility of further reviewing the submitted request to approve or deny the request.);

d. a Facilitator assigned in the preceding step executing said work request (see ¶¶ 65 – 68; where IT personnel are assigned the task of executing the service request.);

e. said third level Group Lead reviewing work performed by said Facilitators, and transmitting approval to said fourth level if satisfactory (see ¶¶ 75-77; where various compliance officers can review the work done on the service request.);

h. closing said work request (see ¶ 80; where the status of the service request can be “completed”. A closed request is the same as a completed one.); and

i. an Administrator providing alternate personnel for any unavailable personnel at any one of the first and third levels (see ¶¶ 46-47, 61, and 65; where submitted requests are sent to assigned managers. The managers have the ability to generate a report to determine available personnel to perform the request. The managers also have the ability to assign requests to specific personnel.).

Northcutt fails to teach:

A second level Review Board reviewing said work request

A fourth level Review Board reviewing work performed by Facilitator

A fifth level reviewing work performed by Facilitator

Claim 18 recites limitations already addressed by the rejection of claim 1;
therefore the same rejection applies to this claim.

As per claim 19, Northcutt teaches:

The method as in claim 18 wherein each of said email messages includes a hot link to a main menu of said process, which provides access to a form for approval of said work request (see ¶ 65; where the work management person can approve or deny a service request from original requestor using links in the email. The original requestor receives an email from the work management person with the option of changing the quest.).

As per claim 20, Northcutt teaches:

The method as in claim 18 wherein each of said email messages includes a hot link to a main menu of said process, which provides access to a form for rejecting said work request (see ¶ 65; where the work management person can approve or deny a service request from original requestor using links in the email. The original requestor receives an email from the work management person with the option of changing the quest.).

Conclusion

7. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. The following are pertinent to the current invention, though not relied upon:

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP

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§ 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

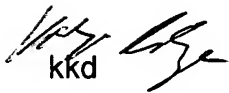
A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.


Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kalyan K. Deshpande whose telephone number is (571)272-5880. The examiner can normally be reached on M-F 8am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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kkd


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